

IN THE CLAIMS

Please amend Claims 1-14. The following is a complete listing of the claims in this application, reflects all changes currently being made to the claims, and replaces all earlier versions and all earlier listings of the claims:

1. (Currently Amended) A method for network management
comprising:
~~accessing a program; said program enabling access to multiple subprograms;~~
~~tracking changes to a plurality of components using said program in one or more networks through a network management engine;~~
~~modifying tracking information for tracking the plurality of components using said network management engine; program; and~~
~~updating implementing tracking modifications made through said network management engine program on[[to]] a the one or more networks; wherein said updating may be fully automated.~~
~~detecting a failing component based at least in part on said tracking changes and generating a problem ticket in response to the detecting, wherein the problem ticket comprises information related to the failing component;~~
~~determining an owning group of the failing component and routing the problem ticket to the owning group; and~~
~~tracking repair status information for repairing the failing component and comparing the repair status information to a pre-established service level agreement~~

specifying a level of service expected for repair of the failing component by the owning group.

2. (Currently Amended) A method according to [[c]]Claim 1, wherein the tracking changes, the modifying tracking information, and updating the implementing tracking modifications occurs automatically, manually, or through a combination of automatic and manual actions may be configured to be automatic and manual.

3. (Currently Amended) The method of [[c]]Claim 1 further comprising:

us[[e]]ing of said program network management engine to change one or more components of said plurality of components;
wherein said us[[e]]ing occurs automatically, manually, or through a combination of automatic and manual actions of said program may be configured to be automatic and manual.

4. (Currently Amended) The method of [[c]]Claim 1 wherein one or more of said plurality of components may be is available to users on said one or more networks.

5. (Currently Amended) The method of [[c]]Claim 3 wherein said changes to said plurality of components may include: comprises at least one of adding, dividing, multiplying, recompiling, recoding and removal of a component.

6. (Currently Amended) A method for tracking a component; said method comprising a program configured for:

receiving changes to said component at a network management engine;

tracking said changes to said component; and

generating network management information related to said component and said tracking changes;

wherein receiving changes, tracking changes and generating information may be fully automated.

detecting that the component is failing based at least in part on said tracking changes and generating a problem ticket in response to the detecting, wherein the problem ticket comprises information related to the failing component;

determining an owning group of the failing component and routing the problem ticket to the owning group; and

tracking repair status information for repairing the failing component and comparing the repair status information to a pre-established service level agreement specifying a level of service expected for repair of the failing component by the owning group.

7. (Currently Amended) A method according to [[c]]Claim 6, wherein generating network management information may includes assigning metrics to said changes.

8. (Currently Amended) A method according to [[c]]Claim 7, wherein said assignment of metrics occurs automatically, manually, or through a combination of automatic and manual actions is configured to be manual and automated.

9. (Currently Amended) A network management system that comprises:

a mechanism for accessing a program network management engine;
a mechanism for tracking changes to a plurality of components in one or more networks through using said program network management engine;

a mechanism for modifying tracking information for tracking the plurality of components using said program network management engine; and

a mechanism for updating implementing tracking modifications made through said program network management engine on[[to]] [[a]] the one or more networks; wherein said updating may be fully automated.

a mechanism for detecting a failing component based at least in part on said tracking changes;

a mechanism for generating a problem ticket in response to the detecting, wherein the problem ticket comprises information related to the failing component;

a mechanism for determining an owning group of the failing component and routing the problem ticket to the owning group; and

a mechanism for tracking repair status information for repairing the failing component and comparing the repair status information to a pre-established service level agreement specifying a level of service expected for repair of the failing component by the owning group.

10. (Currently Amended) The system according to [[c]]Claim 9, wherein said mechanisms function automatically, manually, or through a combination of automatic

~~and manual actions for accessing a program, tracking changes, and modifying tracking information may be configured to be automatic and manual.~~

11. (Currently Amended) The system of [[c]]Claim 9 wherein said ~~program network management engine may be~~ is configured to provide access to multiple subprograms.

12. (Currently Amended) The system of [[c]]Claim 9 further comprising:

~~a mechanism for us[[e]]ing of said program network management engine to track information related to the changes in one or more components of said plurality of components; wherein said mechanism for tracking functions automatically, manually, or through a combination of automatic and manual actions may be configured to be manual or automated.~~

13. (Currently Amended) The system of [[c]]Claim 9 further comprising:

~~wherein said a mechanism for making changes further comprises: to one or more components of said plurality of components,~~

~~wherein said changes to said plurality of components comprises at least one of a mechanism for one of adding, dividing, multiplying, recompiling, recoding and removal of a component.~~

14. (Currently Amended) A network management system that comprises:

a mechanism for receiving changes to a component at a network management engine;

a mechanism for tracking said changes to said component; and

a mechanism for generating network management information related to said component and said tracking changes;

~~wherein receiving changes, tracking changes and generating information may be fully automated.~~

a mechanism for detecting that the component is failing based at least in part on said tracking changes;

a mechanism for generating a problem ticket in response to the detecting, wherein the problem ticket comprises information related to the failing component;

a mechanism for determining an owning group of the failing component and routing the problem ticket to the owning group; and

a mechanism for tracking repair status information for repairing the failing component and comparing the repair status information to a pre-established service level agreement specifying a level of service expected for repair of the failing component by the owning group.